

**EXAMINER'S AMENDMENT**

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Mr. George B. Leavell on 10/24/2008.

JB  
In claim 1, line <sup>3</sup>1, after "customer" add --to an automated call distributor (ACD)--.

In claim 1, line 17, after "request" add --by the ACD--.

***Reasons for Allowance***

2. Claims 1, 3-6, 8-14 and 16-23 are allowed.

The following is a statement of reasons for the indication of allowable subject matter:

Regarding claims 1 and 18, the prior art references Edinger, Levi and Thomson fail to teach automatically interrogating the product unit to identify the TSID for the product unit. There is no suggestion or motivation in the references to combine with any other references to teach the limitation.

Since claims 3-6, 8-14, 16, 17 and 19-23 are dependent claims, these claims are also allowed.

Any comments considered necessary by applicant must be submitted no later than the payment the issue fee and, to avoid processing delays, should preferably accompany the issue